

## **Service Delivery & Continuous Improvement Policy Development Group**

**Monday, 23 June 2025 at 5.30 pm  
Phoenix Chambers, Phoenix House, Tiverton**

**Next meeting  
Monday, 15 September 2025 at a time to be confirmed**

**Please Note:** This meeting will take place at Phoenix House and members of the public and press are able to attend via Teams. If you are intending to attend in person please contact the committee clerk in advance, in order that numbers of people can be appropriately managed in physical meeting rooms.

**The meeting will be hybrid and an audio recording made and published on the website after the meeting.**

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Meeting ID: 353 224 620 579  
Passcode: Ta7E9qr3

### **Membership**

Cllr J Buczkowski  
Cllr M D Binks  
Cllr M Farrell  
Cllr B Fish  
Cllr C Harrower  
Cllr M Jenkins  
Cllr L Knight  
Cllr Stratton  
Cllr J Poynton

# AGENDA

*Members are reminded of the need to make declarations of interest prior to any discussion which may take place*

- 1      **Election of Chair for 2025/2026**  
To elect a Chair of the Service Delivery & Continuous Improvement Group for the municipal year 2025/2026.
- 2      **Election of Vice Chair for 2025/2026**  
To elect a Vice Chair of the Service Delivery & Continuous Improvement Policy Development Group for the municipal year 2025/2026.
- 3      **Apologies and Substitute Members**  
To receive any apologies for absence and notice of appointment of substitutes.
- 4      **Public Question Time**  
To receive any questions from members of the public and replies thereto.
- 5      **Declaration of Interests under the Code of Conduct**  
To record any interests on agenda matters.
- 6      **Minutes** *(Pages 7 - 12)*  
To consider whether to approve the minutes as a correct record of the meeting held on 10 March 2025.
- 7      **Chair's Announcements**  
To receive any announcements that the Chair may wish to make.
- 8      **Start time of meetings**  
To agree a start time for the remainder of the meetings for the municipal year 2025/2026.
- 9      **Performance Dashboard Q4** *(Pages 13 - 14)*  
To receive and discuss the quarter 4 Performance Dashboard information for the Service Delivery & Continuous Improvement area.
- 10     **Leisure Service Update**  
To receive a verbal update on the Leisure Service from the Operations Manager for Leisure.
- 11     **Waste and Recycling Options** *(Pages 15 - 20)*  
To receive a report from the Operations Manager for Street Scene and Open Spaces and the Head of People, Performance and Waste detailing the results of a three month trial collecting unusable metal pots and pans in an area of the District.

- 12     **Update on Bin-It 123**  
To receive a verbal update on Bin-It 123 from the Head of People, Performance and Waste and the Operations Manager for Street Scene and Open Spaces.
- 13     **Environment and Enforcement End of Year Report** *(Pages 21 - 28)*  
To receive a report from the Head of People, Performance and Waste & the Environment & Enforcement Manager providing an overview of the Environment and Enforcement service performance over the financial year 2024-25.
- 14     **Waste Depot Remodelling presentation**  
To receive a high level briefing on the Waste Depot Remodelling.
- 15     **Workshop feedback / work programme ideas for 2025/2026** *(Pages 29 - 32)*  
General discussion regarding the work programme for the Policy Development Group for the next 12 months.
- 16     **Identification of items for the next meeting**  
Members are asked to note that the following items are already identified in the work programme for the next meeting:
- Performance Dashboard Q1
  - Establishment Report (for noting)
  - Draft general Fund budget for 2026/2027 (version 1)
  - Play Area Inspection Policy
  - Leisure Service Update

Note: This item is limited to 10 minutes. There should be no discussion on the items raised.

**Stephen Walford**  
Chief Executive  
Friday, 13 June 2025

## **Guidance notes for meetings of Mid Devon District Council**

From 7 May 2021, the law requires all councils to hold formal meetings in person. The Council will enable all people to continue to participate in meetings via Teams.

If the Council experience technology difficulties at a committee meeting the Chairman may make the decision to continue the meeting 'in-person' only to conclude the business on the agenda.

### **1. Inspection of Papers**

Any person wishing to inspect minutes, reports, or the background papers for any item on the agenda should contact Democratic Services at

[Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk)

They can also be accessed via the council's website [Click Here](#)

Printed agendas can also be viewed in reception at the Council offices at Phoenix House, Phoenix Lane, Tiverton, EX16 6PP.

### **2. Members' Code of Conduct requirements**

When considering the declaration of interests and their actions as a councillor, Members are reminded of the requirements of the Members' Code of Conduct and the underpinning Principles of Public Life: Honesty; Integrity; Selflessness; Objectivity; Accountability; Openness; Leadership.

The Code of Conduct can be [viewed here](#):

### **3. Minutes of the Meeting**

Details of the issues discussed, and recommendations made at the meeting will be set out in the minutes, which the Committee will be asked to approve as a correct record at its next meeting. Minutes of meetings are not verbatim.

### **4. Public Question Time**

Residents, electors or business rate payers of the District wishing to raise a question and/or statement under public question time are asked to provide their written questions to the Democratic Services team by 5pm three clear working days before the meeting to ensure that a response can be provided at the meeting. You will be invited to ask your question and or statement at the meeting and will receive the answer prior to, or as part of, the debate on that item. Alternatively, if you are content to receive an answer after the item has been debated, you can register to speak by emailing your full name to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk) by no later than 4pm on the day before the meeting. You will be invited to speak at the meeting and will receive a written response within 10 clear working days following the meeting.

Notification in this way will ensure the meeting runs as smoothly as possible

### **5. Meeting Etiquette for participants**

- Only speak when invited to do so by the Chair.
- If you're referring to a specific page, mention the page number.

For those joining the meeting virtually:

- Mute your microphone when you are not talking.
- Switch off your camera if you are not speaking.
- Speak clearly (if you are not using camera then please state your name)
- Switch off your camera and microphone after you have spoken.
- There is a facility in Microsoft Teams under the ellipsis button called “turn on live captions” which provides subtitles on the screen.

## **6. Exclusion of Press & Public**

When considering an item on the agenda, the Committee may consider it appropriate to pass a resolution under Section 100A (4) Schedule 12A of the Local Government Act 1972 that the press and public be excluded from the meeting on the basis that if they were present during the business to be transacted there would be a likelihood of disclosure of exempt information, as defined under the terms of the Act. If there are members of the public and press listening to the open part of the meeting, then the Democratic Services Officer will, at the appropriate time, ask participants to leave the meeting when any exempt or confidential information is about to be discussed. They will be invited to return as soon as the meeting returns to open session.

## **7. Recording of meetings**

All media, including radio and TV journalists, and members of the public may attend Council, Cabinet, PDG and Committee meetings (apart from items Media and Social Media Policy - 2023 page 22 where the public is excluded) you can view our Media and Social Media Policy [here](#). They may record, film or use social media before, during or after the meeting, so long as this does not distract from or interfere unduly with the smooth running of the meeting. Anyone proposing to film during the meeting is requested to make this known to the Chairman in advance. The Council also makes audio recordings of meetings which are published on our website [Browse Meetings, 2024 - MIDDEVON.GOV.UK](#).

## **8. Fire Drill Procedure**

If you hear the fire alarm you should leave the building by the marked fire exits, follow the direction signs and assemble at the master point outside the entrance. Do not use the lifts or the main staircase. You must wait there until directed otherwise by a senior officer. If anybody present is likely to need assistance in exiting the building in the event of an emergency, please ensure you have let a member of Democratic Services know before the meeting begins and arrangements will be made should an emergency occur.

## **9. WIFI**

An open, publicly available Wi-Fi network is normally available for meetings held in the Phoenix Chambers at Phoenix House.

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**MINUTES of a MEETING of the SERVICE DELIVERY & CONTINUOUS IMPROVEMENT POLICY DEVELOPMENT GROUP** held on 10 March 2025 at 5.30pm

**Present**

**Councillors**

M Fletcher (Chair)  
C Connor, M Farrell, A Glover, M Jenkins  
and S Robinson

**Apologies**

**Councillors**

B Fish and C Harrower

**Also Present**

**Councillor**

J Wright

**Also Present**

**Officers**

Matthew Page (Head of People, Performance & Waste),  
Dean Emery (Head of Revenues, Benefits & Leisure), Lisa  
Lewis (Head of Digital Transformation & Customer  
Engagement), Andy Mackie (Leisure Services Manager)  
and Sarah Lees (Democratic Services Officer)

**Councillors**

**Online**

E Buczkowski, J Buczkowski, S Keable and J Lock

**Officers Online**

D Beer (Operations Manager for Street Scene and Open  
Spaces) and Ben Snow (Leisure Centre Manager)

**46 APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Cllr B Fish and Cllr C Harrower who was substituted by Cllr S Robinson.

**47 PUBLIC QUESTION TIME**

There were no public questions.

**48 DECLARATION OF INTERESTS UNDER THE CODE OF CONDUCT**

No interests were declared under this item.

## 49 MINUTES

The minutes of the previous meeting held on 2<sup>nd</sup> December 2024 were approved as a correct record and **SIGNED** by the Chair.

## 50 CHAIR'S ANNOUNCEMENTS

The Chair had the following announcements to make:

- He apologised to those attending the meeting either in person or online for the delay in the start of the meeting. The meeting had been inquorate for the first 10 minutes after the official start time.
- He reminded the Group that an invitation had been sent out to the Group to visit one or all of the Leisure Centres on 18<sup>th</sup>, 19<sup>th</sup> and 20<sup>th</sup> March.
- He also reminded the Group that a workshop was planned for the Policy Development Group on 31 March 2025 at which the service leads would provide relevant information for each of their service areas so that the PDG had a better understanding of the areas reporting to it for the coming year. This would be an in person only workshop. All were encouraged to attend.

## 51 PERFORMANCE DASHBOARD Q3 (00:03:00)

The Group were presented with, and **NOTED**, a slide \* showing performance information in the Service Delivery & Continuous Improvement area.

The following was referred to:

- There were amber ratings in relation to household waste collected per household, staff turnover, missed bin collections, the Council Tax collection rate and households on chargeable garden waste. However, performance was only very slightly behind the predicted position for quarter 3 and in some cases the targets set were very challenging. The pressure on resident's household finances due to current economic circumstances might also be a factor in relation to Council Tax collection rates.
- There were red ratings in relation to the public survey engagement rate, agency spend against budget and capital slippage of projects. It was explained that in relation to agency spend there had been a requirement to manage the demands of the waste collection service by using agency staff but overall the requirement to do this had dramatically reduced over the last two years.

A brief discussion took place regarding missing data in relation to 'Leisure cost per visit'. It was requested that this data be provided for future reports.

Note: \* Slide previously circulated.



## 52 **ARTIFICIAL INTELLIGENCE POLICY (00:08:00)**

The Group had before it a report \* from The Head of Digital Transformation & Customer Engagement proposing a policy to govern and monitor the use of artificial intelligence (AI) within the organisation.

The following was highlighted in the report:

- The purpose of the proposed new policy was to ensure that users were aware of AI methods, the importance of information security, AI's growing influence and to identify key roles and responsibilities.
- The policy also set out the acceptable uses of AI.
- There would need to be data protection assessments for certain AI uses and a need to ensure users were transparent in their use of AI.
- Checks and balances would need to be in place.
- A key issue needed to be factoring out biases, ensuring accuracy and maintaining human oversight.
- As part of the policy there would need to be a number of follow up actions including staff training, regular risk reviews, the issuing of acceptable use guidance, equality impact assessments and ensuring the Council met the strict guidelines of procurement.
- The policy itself would also need a review every six months to ensure methods were being used safely. Due to this frequency, it was likely this would be delegated to the Deputy Chief Executive (S151).
- AI presented a lot of risk but also a lot of opportunity.

Discussion took place regarding:

- A Member briefing would be organised to update and inform Members, however, the key focus in the initial stages would be to provide training to staff as the primary users.
- The proposed policy was thought to provide a very useful framework moving forwards.

**RECOMMENDED** to the Cabinet that it recommends to full Council the adoption of the Artificial Intelligence Policy.

(Proposed by the Chair)

### Reason for the decision

In appropriate or unauthorised use of AI may expose MDDC to risks such as data breaches, copyright infringement, or biased decision making, potentially resulting in legal proceedings.

Note: \* Report previously circulated.

## 53 **LEISURE SERVICE - VERBAL UPDATE (00:19:00)**

The Group received, and **NOTED**, a verbal update from the Operations Manager for Leisure Services regarding current activity with the Leisure Services area.

This included summary information in relation to the following:

- A staffing restructure to allow for clearer reporting lines and divisions of responsibility.
- A digital transformation project affording far more accurate data and a smoother customer journey.
- The service was being rebranded to 'Active Mid Devon'. This would help to position the leisure service as one that other local authorities aspire to.
- The service was currently working towards the UK Active Standard which was designed to help instil customer confidence in the safety and inclusivity of the Council's fitness and leisure facilities.
- Working with Devon libraries focussing on the benefits of being physically active.
- Progress with the planned 'Wellbeing Walks'.
- Park runs – two areas had now been secured for Junior Parkruns, Westex in Tiverton and CCA fields in Cullompton. Volunteers to facilitate these events were now being sought.
- Training sessions in relation to Menopause awareness had been and will continue to be delivered.
- The Culm Valley Sports Centre had hosted a Community Open Day and the feedback had been very positive with new memberships secured.
- The PDG were invited to tour the leisure centres on several dates in March.
- Changing room refurbishments had commenced at Lords Meadow.
- Social Value - at the end of 2024 the leisure service had commissioned a social value report to look at the wider impact of the service being delivered. The work leisure did went far beyond getting people mentally and physically healthier and even beyond teaching valuable life skills such as swimming. Leisure had had its best year yet and by measuring social value in addition to revenue and participation the service could now see that Mid Devon sat proudly in the top 25% in the country for the social value contribution, benchmarked against over 2500 other providers using the same methodology.

Discussion took place with regard to:

- It was felt to be a good idea to bring the libraries and leisure centres together for the benefit of residents.
- It would be a great community asset if it was possible to succeed in setting up park run/s.
- Leisure centre open days were a really good initiative and had proven to lead to visitors signing up for memberships.

The Chair thanked the officer for this useful update.

## 54 ENVIRONMENT & ENFORCEMENT PERFORMANCE REPORT Q3 (00:35:00)

The Group had before it, and **NOTED**, a report \* from the Head of Performance, People and Waste and the Environment and Enforcement Manager providing a quarterly update on key environment enforcement performance data including fly tipping, littering, Public Space Protection Orders and the Issuing of Fixed Penalty Notices. It also gave a brief summary of the Councils Car Parking performance and the issuing of Penalty Charge Notices.

The following was highlighted within the report:

- A key focus had been on interacting with residents and landlords which had helped to support compliance work around Bin-It 123 and ensuring greater levels of recycling.
- The service had successfully gained accreditation for the CSAS (Community Safety Accreditation Scheme). The scheme was operated by Devon and Cornwall Police and provided accredited officers with additional powers, most notably the power to request names and addresses of individuals involved in enviro crime. Failure to provide a CSAS accredited officer with these details was an offence in itself.
- Fly Tipping reports regularly fluctuated by small amounts against comparative years. Quarter three had seen a small overall decrease in fly tipping reports received. Residents were encouraged to report instances of fly tipping.
- The Council had been shortlisted in recognition of its work to increase recycling rates and reduce fly tipping and littering. It was one of nine local authorities selected for the Local Government Chronicle's (LGC) Environment Services Award. The nomination highlighted the success of the Council's Bin-It 123 initiative, which introduced three weekly bin collections in October 2022. Since its implementation, Mid Devon had achieved a 5% increase in recycling rates, bringing the total to nearly 60% and significantly reducing residual waste. This Process had placed Mid Devon District Council among the top 10% of authorities nationally.
- The waste service was also in the process of instigating the pilot schemes in relation to pots and pans recycling and nappies.
- The communication approach would be a key focus moving forwards making sure it was as effective as possible with extra recycling guidance, health and safety advice and active enforcement. The balance between education and enforcement needed to be got right.

A brief discussion took place with regard to there being issues where residents had to leave waste in communal areas such as the leaving of material which could and should have been recycled but because the area was communal it could be easily hid and unattributed. It was confirmed that the service would be looking at this in the near future to see how this could be better managed.

Note: \* Report previously circulated.

## 55 CHAIR'S ANNUAL REPORT FOR 2024/2025 (00:44:00)

The Group had before it, and **NOTED**, the Chair's annual report \* for 2024/2025.

The Chair highlighted the following:

- The commendable work of the Waste and Recycling teams, particularly with regard to the pilot schemes for pots and pans and nappy recycling. He was happy that the Group had helped to push these pilots 'across the line'.

- He encouraged the Group to visit the Leisure Centres for a tour.
- He was excited for the policy shaping workshop that was planned for the Group on 31<sup>st</sup> March. He hoped the Group could work collaboratively with the officers to dig a bit deeper into the service areas that they had responsibility for. He reiterated a request that all Members of the Group attend in person on this date.

It was **NOTED** that this report along with all other Chair's reports for 2024/2025 would be presented at full Council on 23<sup>rd</sup> April 2025.

## 56 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (00:47:00)**

The items already listed in the work programme for the next meeting were **NOTED**.

(The meeting ended at 6.28 pm)

**CHAIR**

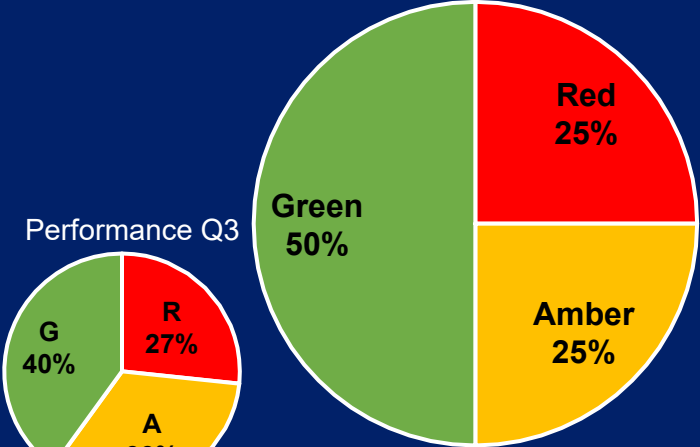
Service Delivery and Continuous Improvement PDG Performance Dashboard – Quarter 4 2024/25

Performance Measures	Performance	Annual Target	RAG
Household waste collected per household (YTD)	300.3 Kg	300 Kg	A
Household recycling rate (Average YTD)	57.9 %	58.5 %	A
All council complaints resolved within timescales (Average YTD)	93 %	85 %	G
Staff turnover (YTD)	16.3 %	17.0 %	G
Missed Bin Collections - All (YTD)	0.031 %	0.03 %	A
Leisure cost per visit (YTD)	£0.84	£1.12	G
National non-domestic rates collection rate (YTD)	99.8 %	98 %	G
Council Tax collection rate (YTD)	97.6 %	97.5 %	G
Public survey engagement rate (YTD)	9.4 %	15.0 %	R
Households on chargeable garden waste (Current)	12,150	12,200	A
Response to FOI/ EIR requests within 20 working days (YTD)	99.6 %	97%	G

Finance Measures	Performance	Annual Target	RAG
SD&CI PDG Outturn	£4,347k	£5,447k	G
Income received from recycled material (YTD)	(£600k)	(£437k)	G
Agency Spend 'v' Budget (SD&CI; YTD)	£278k	£110k	R
SD&CI PDG – Capital Outturn	£2,160k	£3,274k	R
SD&CI PDG – Capital Slippage % of projects (Current)	63%	0%	R

Corporate Risk	Risk Rating (Trajectory)
None related to PDG	

Overall Performance Q4



In Focus

Staff turnover for 2024/25 was 16.3%. This is the lowest staff turnover recorded by the Council since 2020/21.

Council Tax collected in 2024/25 was 97.55%, slightly higher than last year (97.51%) and exceeded the annual target (97.5%).

Household waste recycled in 2024/25 was 57.9% and is behind the annual target (58.5%). This represents a similar recycling rate to 2023/24 (57.8%), however the total waste collected has decreased showing that residents are reusing and reducing their overall waste.

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<b>Report for:</b>	<b>Service Delivery &amp; Continuous Improvement PDG</b>
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Date of Meeting:	23 June 2025
<b>Subject:</b>	<b>Waste and Recycling Options</b>
Cabinet Member:	Cllr Josh Wright, Cabinet Member for Service Delivery and Continuous Improvement
Responsible Officer:	Darren Beer, Operations Manager – Street Scene and Open Spaces  Matthew Page, Head of People, Performance and Waste
Exempt:	N/A
Wards Affected:	All – District Wide
Enclosures:	None

## **Section 1 – Summary and Recommendation(s)**

Additional waste and recycling service provision was considered by Members in a report to Cabinet in January 2025. This report details the results of a three month trial collecting unusable metal pots and pans in an area of the District.

### **Recommendation(s):**

#### **Members are asked to:**

1. **Review the contents of this report.**
2. **Make a recommendation (a, b or c) to Cabinet regarding the potential future collection (or non-collection) of unusable metal pots and pans across the District. Options to include:**
  - a. **Undertake a subsequent trial in different areas of the District to better understand service demand.**
  - b. **We cease any further collections of pots and pans.**

- c. **Permanent collections of unusable metal pots and pans are introduced across the District from a specific date supported by an effective communications plan and resident correspondence.**

## Section 2 – Report

### 1.0 Introduction

- 1.1 Following on from the recommendation made from the Service Delivery and Continuous Improvement PDG in December 2024 and subsequent decision made by Cabinet in January 2025, a trial was conducted between 28 February 2025 and 23 May 2025 to assess both the feasibility of collecting pots and pans (made of aluminium, stainless steel) and their subsequent collection rates from households as part of the Council's routine recycling collections. Two separate trials were conducted: one in an urban area (Willand) involving 453 properties and one in a rural area (Uffculme) involving 346 properties.
- 1.2 The results of the trial are presented in section 2 with preliminary analysis and conclusions drawn together in section 3.

### 2.0 Results

#### 2.1 Urban - Total Properties in the trial: 453

- Resident participation was relatively low, peaking at just under 3% of households
- After 11/04/2025, resident participation dropped to zero
- The total weight of pots and pans collected increased significantly by 11/04, suggesting either increased awareness or a build-up of stored items amongst residents.

Collection No	Date of Collection	Number of households participating URBAN	Households participating URBAN	Aluminium/ stainless steel (Kg)	Steel (Kg)	Total Weight (Kg)
1	28/02/2025	10	2.21%	2.50	4.00	6.50
2	14/03/2025	13	2.87%	1.40	3.10	4.50
3	28/03/2025	8	1.77%	2.50	4.40	6.90
4	11/04/2025	10	2.21%	2.70	7.68	10.38
5	28/04/2025	0	0.00%	0.00	0.00	0.00
6	10/05/2025	0	0.00%	0.00	0.00	0.00
7	23/05/2025	0	0.00%	0.00	0.00	0.00
	Total	41		9.1	19.18	28.28

*\*Dates in red are catch up collections after a bank holiday*



## 2.2 Rural -Total Properties in trial: 346

- Participation was lower in the rural areas, peaking at 1.45%
- As with the urban trial, participation was very low after 11/04/2025
- Overall collection rates of pots and pans were modest

Collection No	Date of collection	Number of households participating RURAL	% of households participating RURAL	Aluminium/ stainless steel Kg	Steel Kg	Total Weight Kg
1	28/02/2025	5	1.45%	3.00	3.00	6
2	14/03/2025	0	0.00%	0.00	0.00	0
3	28/03/2025	5	1.45%	3.00	3.00	6
4	11/04/2025	1	0.29%	0.25	0.00	0.25
5	28/04/2025	0	0.00%	0.00	0.00	0
6	10/05/2025	0	0.00%	0.00	0.00	0
7	23/05/2025	0	0.00%	0.00	0.00	0
	<b>Total</b>	11		<b>6.25</b>	<b>6.00</b>	<b>12.25</b>

*\*Dates in red are catch up collections after a bank holiday*

## 2.3 Total Weights for Rural and Urban Combined

Collection No	Date of collection	<b>TOTAL</b> number of households participating	% <b>TOTAL</b> participation	Aluminium/ stainless steel Kg	Steel Kg	<b>TOTAL</b> Weight Kg
1	28/02/2025	15	1.88%	5.50	7.00	12.50
2	14/03/2025	13	1.63%	1.40	3.10	4.50
3	28/03/2025	13	1.63%	5.50	7.40	12.9
4	11/04/2025	11	1.38%	2.95	7.68	10.63
5	28/04/2025	0	0.00%	0.00	0.00	0
6	10/05/2025	0	0.00%	0.00	0.00	0
7	23/05/2025	0	0.00%	0.00	0.00	0
	<b>Total</b>	52		<b>15.35</b>	<b>25.18</b>	<b>40.53</b>

*\*Dates in red are catch up collections after a bank holiday*

## 3.0 Analysis

- 3.1 The results of the trial confirmed that collecting pots and pans via household recycling routes is operationally feasible and adds strategic value to MDDC's services. While engagement was limited, especially over time, small volumes

were collected efficiently. This initiative, if permanently introduced as a collection service, could further enhance Mid Devon's recycling capabilities and environmental reputation; however there will be a minimal effect on the recycling rate if the low tonnage collected during the trial was to continue.

- 3.2 The trial was useful to understand potential participation rates across the district. It showed that residents initially used the service actively, primarily to dispose of old items. However, usage dropped significantly after the first few collections. This suggests that long-term use may be lower than initial uptake, making it difficult to predict future usage levels across the district. This also highlights the importance of communication and how we need to regularly remind residents of our services and how they can use these services.
- 3.3 It is important to emphasise that, in line with the Waste hierarchy, residents are encouraged to consider what materials they reuse and reduce as well as recycle. However, and given the ease with which the additional pots and pans could be collected during the trial, the Street Scene service can collect residents' pots and pans as an additional collection service if required with very limited or minimal extra associated cost to the Council (and increased recycling should still lead to enhanced income through the new EPR scheme).

#### **4.0 Conclusion**

- 4.1 The trial has given useful operational insight and demonstrated that there is not a consistent demand pattern for the collection of pots and pans across the District. Therefore, it is envisaged that rolling out this provision across the District should be delivered within current capacity and budget. However, future additional collection materials will need to be appraised based on the understanding that adding pots and pans into our recycling activity will place slight additional pressure on the operation.

#### **Financial Implications**

Based on the findings of the trial, pots and pans being included in the portfolio of materials collected at the kerbside will not incur additional operational costs. There will be minimal financial gain in the form of recycling credits or sales income due to the low tonnage collected.

#### **Legal Implications**

Under Section 46 of the Environmental Protection Act Waste Collection Authorities may by means of notice specify how householders present their waste for collection. There will be legal requirements to adhere to legislation around Simpler Recycling once it has been clarified by Government.

#### **Risk Assessment**

In the event that any future changes are trialled (or mandated by government) a register of risks would need to be compiled in advance of those proposed service changes. There are potential risks, including impacts on; carbon emissions, the carbon footprint, operational costs and other resources required (from containers to personnel).

### **Impact on Climate Change**

Any increase in recycling will have a positive impact on climate change however, the trial indicated that participation is low for pots and pans therefore this impact would be minimal.

### **Equalities Impact Assessment**

If rolled out districtwide residents provided with assisted collections and those living in HMOs and flats will be included.

### **Relationship to Corporate Plan**

This report identifies with the Service Delivery and Continuous Improvement section of the Corporate Plan for 2024-2028, and in particular 5.2 – *We will increase our recycling services, enabling our communities to achieve even higher levels of recycling.* Supporting and enabling customers to recycle and reduce residual waste contributes to Mid Devon District Councils' commitment to the Devon Climate Emergency.

### **Section 3 – Statutory Officer sign-off/mandatory checks**

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 13 June 2025

**Statutory Officer:** Maria de Leburne

Agreed on behalf of the Monitoring Officer

**Date:** 13 June 2025

**Chief Officer:** Stephen Walford

Agreed by or on behalf of the Chief Executive/Corporate Director

**Date:** 13 June 2025

**Performance and risk:** Steve Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date:** 12 June 2025

**Cabinet member notified:** (yes)

### **Section 4 - Contact Details and Background Papers**

**Contact:** Darren Beer, Operations Manager – Street Scene and Open Spaces

Email: [dbeer@middevon.gov.uk](mailto:dbeer@middevon.gov.uk)

Telephone: 01884 255255

**Background papers:**

None

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## **Report for: Service Delivery and Continuous Improvement PDG**

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Date of Meeting:	23 June 2025
<b>Subject:</b>	<b>Environment and Enforcement End of Year Report</b>
Cabinet Member:	Councillor Josh Wright - Cabinet Member for Service Delivery and Continuous Improvement
Responsible Officer:	Matthew Page - Head of People, Performance and Waste  Luke Howard - Environment and Enforcement Manager
Exempt:	N/A
Wards Affected:	N/A
Enclosures:	

### **Section 1 – Summary and Recommendation(s)**

This report provides an overview of the Environment and Enforcement service performance over the financial year 2024/25.

There are no recommendations for this report, the report is for noting only.

#### **Recommendation(s):**

N/A

### **Section 2 – Report**

#### **1.0 Introduction**

- 1.1 During the 2024/25 financial year the Environment and Enforcement service has focused on supporting the Bin-It 123 collection service as well as raise community awareness of enviro crime issues. Cross service working between the different functions at Street Scene has helped MDDC to post its highest ever recycling statistics. This has been achieved through an increased education and raising of public awareness regarding recycling impacts within communities.

- 1.2 The service was successful in renewing our Public Space Protection Order for parks and open spaces. The renewal of this order ensures the authority is able to protect these community spaces by utilising dog controls, requiring owners to keep dogs on leads or prohibiting them entirely. We actively work with community groups to ensure a balance for all users is achieved within these open spaces, thus allowing it to be enjoyed by all. A copy of the renewed order can be found on the MDDC website.
- 1.3 This financial year saw the first Team Day held in September 2024. This brought together Environment and Enforcement, Grounds Maintenance and Street Cleansing staff. The aim of the day was to drive cross service working and build efficiency in day to day operations by employees being able to assist and understand each other better. The morning consisted of four breakout exercises with specific themes including technology, process, innovation and general issues. These breakout sessions enabled staff to work together to provide ideas on how we can drive efficiency and what would assist them in undertaking their daily roles. The afternoon focused on a team building exercise, which separated the staffing group into separate teams, all of who had to complete the same specific task with the same resources available. The day was extremely successful and excellent feedback was received from the teams, so much so that we are making this day an annual event moving forward.
- 1.4 The Environment and Enforcement team have undertaken additional training to build on knowledge in respect of enviro crime legislation. This training was extremely useful and enables the service to further develop on managing environmental crime issues and apply legislation practically day to day.
- 1.5 The service is also pleased to announce its successful application to the Community Safety Accreditation Scheme (CSAS). This scheme, operated by Devon and Cornwall Police, provides authorised officers with additional powers to tackle ASB and other issues within local communities. Being part of the policing family enables MDDC officers to tackle ASB issues within our communities with greater confidence, knowing support is there if issues arise.

## **2.0 Parking Service**

- 2.1 The parking service continues to work with the consultation working group in respect of discussing parking and permit issues experienced in the district as well as potential solutions. The introduction of a 3 hour tariff at Market Place Car Park, Tiverton, was implemented as a direct result of the working group.
- 2.2 User trends have continued to shift toward virtual payments being made via mobile telephone. This trend has seen a significant uptake over the course of the year with users shifting toward purchase of their pay and display sessions through the use of our app provider, Ringo. Our machines still allow for multiple methods of payment including coins, card or contactless payments. However, in 2024/25 payment by coins was £268,442.40 of the total income

accumulated for parking. This indicates a significant user shift away from traditional payment methods with coin use making up 27% of the total payments methods available.

- 2.3 We have continued a consistent approach to enforcement, with the service aiming to provide a transparent, fair and easy to use service. The number of PCN appeals reflect expectations against issued PCNs for the year and is detailed in the below table at 2.5. There are similar themes to previous years, with the majority of appeals focused around a wrong digit entered via the cashless parking app. The service accepts those appeals (submitted with evidence) on a first strike basis as mistakes can be easily made. All processing staff have undertaken training and qualifications in level 3 notice processing. The service attended two Traffic Penalty Tribunals in 2024/25.

#### 2.4 Tables of Performance – PCNs issued by year and month

Year	PCN Issuance
2017/18	1452
2018/19	2260
2019/20	2124
2020/21	897
2021/22	1745
2022/23	2540
2023/24	2734
2024/25	2914

Month (2024/25)	PCNs
April	220
May	220
June	275
July	292
August	269
September	207
October	258
November	253
December	216
January 25	249
February 25	224
March 25	231

## 2.5 Appeals against PCNs issued

Ringo income	Machine Income	Total Income
£415,879.80	£577,982.40	£993,862.20

## 2.6 Parking Income

Ringo income	Machine Income	Total Income
£415,879.80	£577,982.40	£993,862.20

- 2.7 Our net income parking income (excluding VAT) was £828, 620.00 compared to a budget of £835, 120.00.

## 3.0 Environment and Enforcement

- 3.1 The service has managed some high profile enviro crime cases in 2024/25, including significant fly tipping incidents. The service has actively publicised the prosecution of offenders and raised awareness of this. As always, we encourage communities to contact us regarding enviro crime concerns. The service relies on public information of the issues in the district. This enables the service to focus resource in the areas it is most needed.
- 3.2 The service has worked tirelessly with communities to resolve localised challenges. This has included active educational engagement with residents, identifying prevention methods, providing additional recycling containers and waste receptacles, additional signage and taking enforcement action against offenders. This has resulted in a marked improvement in those areas, with residents providing positive feedback on the outcome. The service recognises these challenges are continuous and we endeavour to provide a long-term solution as well as quick, short-term wins.
- 3.3 There was a small increase in the number of fly tipping reports received in 2024/25. The service is investigating what may have influenced this, however, initial indications suggest an inability in the reporting system to separate fly tipping on public and private land could be a contributing factor.



### 3.4 Tables of Performance, Environment Enforcement Activity

	2021-22	2022-23	2023-24	2024-25
Patrols Conducted	67	224	271	295
FPNs Issued	0	28	54	88
Dog Fouling/ PSPO	0	8	5	1
Littering*	0	12	31	57
Fly Tipping	0	8	10	14
ABV	0	9	8	16

### 3.5 Abandoned Vehicles

Abandoned Vehicles Total Reported	Number
Abandoned vehicle reports	380
Not abandoned/ gone	258
Action required	86
Moved by owner after notice	74
Removed by MDDC	30

### 3.6 Fly Tipping

Fly tip reports	Totals for year
2023/24	445
2024/25	488
Difference	+43

## 4.0 The Year Ahead

### 4.1 Just a few of the things the service is looking to deliver in 2025/26:

- Implementation of new parking software
- New handheld devices
- Exploring options regarding new parking areas
- CSAS use of powers
- Team Day event
- Prevention tactics in hot spot enviro crime areas

## **Financial Implications**

There are no financial implications as a direct result of this report.

## **Legal Implications**

The Authority has a statutory responsibility to fulfil investigation and enforcement into environmental crimes such as abandoned vehicles, littering, fly tipping and public space protection orders.

## **Risk Assessment**

Risk assessments in relation to the role of District Officer in place. No further risk assessment required.

## **Impact on Climate Change**

The report is focussed on advising how the service is actively working to reducing environmental crime. This will have a positive impact on climate and the corporate strategy relating to this.

## **Equalities Impact Assessment**

There are no equality issues identified in this report.

## **Relationship to Corporate Plan**

The service development is designed to align with corporate plan, reducing environmental crime issues within the district.

## **Section 3 – Statutory Officer sign-off/mandatory checks**

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 13 June 2025

**Statutory Officer:** Maria de Leburne

Agreed on behalf of the Monitoring Officer

**Date:** 13 June 2025

**Chief Officer:** Stephen Walford

Agreed by or on behalf of the Chief Executive/Corporate Director

**Date:** 13 June 2025

**Performance and risk:** Steve Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date:** 12 June 2025

**Cabinet member notified:** (yes)

**Report:** Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (Yes/No)

**Appendix:** Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (Yes/No)

#### **Section 4 - Contact Details and Background Papers**

**Contact:**

Luke Howard - Environment and Enforcement Manager  
Email: lhoward@middevon.gov.uk  
Telephone: 01884 255 255

**Background papers:** None

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**WORK PROGRAMME**  
**SERVICE DELIVERY & CONTINUOUS IMPROVEMENT PDG 2025/2026**

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
<b>15 September 2025</b>				
15.09.25	Performance Dashboard Q1		Corporate Performance and Improvement Manager Stephen Carr	
15.09.25	Establishment Report (for noting)		Head of People, Performance and Waste Matthew Page	
15.09.25	Draft General Fund budget for 2026/2027 (version 1)		Deputy Chief Executive (S151) Paul Deal	
15.09.25 7.10.25 (Cabinet meeting)	<b>Play Area Inspection Policy</b> To receive and approve the revised Play Area Inspection Policy.		Deputy Chief Executive (S151) Paul Deal	
15.09.25	Leisure Service Update		Head of Revenues, Benefits & Leisure Dean Emery	

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
<b>24 November 2025</b>				
24.11.25	Draft General Fund budget for 2026/2027 (version 2)		Deputy Chief Executive (S151) Paul Deal	
24.11.25	Performance Dashboard Q2		Corporate Performance and Improvement Manager Stephen Carr	
24.11.25	Leisure Service Update		Head of Revenues, Benefits & Leisure Dean Emery	

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
<b>23 March 2026</b>				
23.03.26	Performance Dashboard Q3		Corporate Performance and Improvement Manager Stephen Carr	
23.03.26 7.04.26 (Cabinet meeting)	<b>Customer Care Policy</b> To receive the revised Customer Care Policy.		Deputy Chief Executive (S151) Lisa Lewis	
23.03.26	Leisure Service Update		Head of Revenues, Benefits & Leisure Dean Emery	
23.03.26	Chair's Annual Report for 2025/2026		N/A	

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